

Waiting List of Telephone Subscribers in Jharkhand

†2432. SHRI AJAY MAROO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there is any waiting list of subscribers intending to have telephone connection in Jharkhand;

(b) if so, the details thereof; and

(c) by when this waiting list is expected to be cleared?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Yes, Sir. A total of 3740 subscribers intending to have telephone connections of Bharat Sanchar Nigam Limited (BSNL) in Jharkhand State were waitlisted as on 31 -10-2006.

(c) The waiting list is expected to be cleared progressively by March, 2007.

Quality of Services of the Cellular Service Providers

2433. SHRI C. PERUMAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether any survey has been conducted by Telecom Regulatory Authority of India (TRAI) on the quality of services of the cellular providers;

(b) whether it is also a fact that the survey reveals that the services provided by cellular service providers are poor in quality;

(c) if so, the action taken/proposed to be taken by Government to enable cellular service providers to satisfy the customer in network performance, billing, helpline services and maintenance;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir. Telecom Regulatory Authority of India TRAI has

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conducted a survey through an independent agency regarding performance of cellular mobile networks and customer satisfaction in respect of various parameters of the mobile service.

(b) As per quarterly performance monitoring report, for the quarter ending 30th June, 2006, submitted by the Cellular Mobile Service Providers (CMSPs) to TRAI, it has been observed that some of the service providers are not meeting the quality of Service (QoS) benchmarks for some of the service areas. As per the survey report for the same quarter, 57% of the CMSPs do not meet the benchmark for all the parameters taken together.

(c) to (e) Whenever deficiency, in achieving quality of service benchmarks by CMSPs, is noticed, the matter is taken up by TRAI with the senior management of the concerned service providers.

In order to address customer's concerns relating to Metering and Billing accuracy, TRAI had notified the quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations 2006 on 31st March, 2006. As per the Regulation, the service providers have to get audited and certified their Metering and Billing systems from any one of the auditors notified by the TRAI and file the audit report by 30th June of every year. They are also required to file with TRAI the action taken report on the audit report by 30th September of every year. TRAI has notified the panel of auditors on 28th August, 2006.

Million Dollar Contract from UN

2434. SHRI M.V. MYSURA REDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Telecommunication Consultants India Limited (TCIL) has got huge contracts worth 100 Million dollars from UN;

(b) if so, it is also a fact that the Chief of Commodity Procurement for the UN, formerly Indian Government official, used his good offices in getting this contract to TCIL;

(c) whether it is also a fact that Associated Press published UN investigation findings; and

(d) if so, the details regarding this?